



Your business  
is our business.

REDACTED FOR PUBLIC INSPECTION

7852 Walker Drive, Suite 200  
Greenbelt, Maryland 20770  
phone: 301-459-7590, fax: 301-577-5575  
internet: [www.jsitel.com](http://www.jsitel.com), e-mail: [jsi@jsitel.com](mailto:jsi@jsitel.com)

July 1, 2016

**Via Hand Delivery**

Marlene H. Dortch, Secretary  
Federal Communications Commission  
Office of the Secretary  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

**Re: WC Docket No. 14-58  
2016 ETC Annual Report of Farmers Mutual Telephone Company d/b/a/  
Chapin Telephone Company  
Study Area Code 310694**

Dear Ms. Dortch:

On behalf of Farmers Mutual Telephone Company d/b/a/ Chapin Telephone Company ("Chapin"), JSI files the attached confidential version of the FCC Form 481 ETC annual reporting information pursuant to sections 54.313 and 54.422 of the Commission's rules.<sup>1</sup> Company seeks confidential treatment under Protective Order for section 54.313(f)(2) financial information.<sup>2</sup> The redacted version is being filed this date via the FCC's Electronic Comment Filing System. In addition, attached is a letter requesting confidential treatment under Sections 0.457 and 0.459 of the Company's Five-Year Service Quality Improvement Plan Progress Report required by Section 54.313.<sup>3</sup>

Please direct any questions regarding the filing to the undersigned.

Sincerely,

John Kuykendall  
JSI Vice President  
301-459-7590  
[jkuykendall@jsitel.com](mailto:jkuykendall@jsitel.com)

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<sup>1</sup> 47 C.F.R. §§ 54.313, 54.422.

<sup>2</sup> *Connect America Fund et al.*, WC Docket Nos. 10-90 and 14-58, Protective Order, DA 16-296 rel. March 22, 2016 (Protective Order). 47 C.F.R. § 54.313(f)(2).

<sup>3</sup> 47 C.F.R. §§ 0.457, 0.459, 54.313.



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Federal Communications Commission  
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445 12<sup>th</sup> Street, SW  
Washington, DC 20554

**Re: WC Docket No. 14-58  
2016 ETC Annual Report of Farmers Mutual Telephone Company d/b/a/  
Chapin Telephone Company  
Study Area Code 310694  
Request for Confidentiality**

Dear Ms. Dortch:

John Staurulakis, Inc. ("JSI"), on behalf of its client Farmers Mutual Telephone Company d/b/a/ Chapin Telephone Company (the "Company") hereby requests, pursuant to Sections 0.457 and 0.459 of the Commission's rules,<sup>1</sup> withholding from public inspection certain information contained in an attachment to the above referenced reporting requirement. The Company provides the following in support of its request, numbered consistent with the subparagraphs of Section 0.459(b).<sup>2</sup>

1. The information for which the Company is seeking confidential treatment is an attachment to the Company's annual reporting information pursuant to Sections 54.313 and 54.422 of the Commission's rules ("Report").<sup>3</sup>
2. Pursuant to Section 54.313, Rate-of-Return Eligible Telecommunications Carriers ("ETCs") must file with the Commission a Progress Report on its Five-Year Service Quality Improvement Plan ("Progress Report") which is contained in the attachment to the 2016 Report.<sup>4</sup>
3. The information contained in attachment for which the Company seeks the withholding from public inspection is the entirety of data pertaining to the Company's Progress Report provided at FCC Form 481 Line 112 attachment.

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<sup>1</sup> 47 C.F.R. §§ 0.457, 0.459.

<sup>2</sup> 47 C.F.R. § 0.459(b)(1) through (9).

<sup>3</sup> 47 C.F.R. §§ 54.313, 54.422.

<sup>4</sup> 47 C.F.R. §§ 54.313.

Information of this nature is confidential commercial information routinely withheld from public inspection.

4. With respect to identifying the degree to which the subject attachment concerns a service that is subject to competition, the information is of a financial and competitive nature regarding the provision of telecommunications services. The Line 112 attachment contains competitively sensitive information related to proposed improvements or upgrades and maintenance the Company's network.

In its *March 5, 2013 Order*, the FCC. The FCC specified that for rate-of-return carriers, the five-year plans "should describe the carrier's network improvement plan, which should provide greater visibility into current plans to extend broadband service to unserved locations in rate-of-return service territories."<sup>5</sup> The Company's Progress Report updates this information as well as provides maps and detailed information as to whether or not network improvement objectives were achieved at the wire center level. Accordingly, because the Company is a rate-of-return carrier, it must file Progress Reports which contain proprietary, competitively sensitive information related to the Company's existing network including the specific locations of customers as well as describe proposed improvements or upgrades and maintenance of its network throughout its service area. Specifically, this information sets forth services provided by the Company over its existing network including specific locations of customers as well as planned network improvement and maintenance for the years 2015 through 2019 including project start and completion dates, population that will be impacted by the improvements and upgrades at the wire center level and projected capital costs associated with the improvements and upgrades and operating costs associated with maintaining the network including depreciation for investments that have already been made. As such, this information contains competitively sensitive information related to the Company's existing network as well as detailed plans at the wire center level for network upgrades and maintenance projected for the years 2015 through 2019.

5. With respect to identifying possible exposure to competitive harm, the information contained in the Line 112 attachment is information that is not customarily released to the public. This information is proprietary to the Company, is unique to the Company's serving territory and is only known to the Company and its authorized agents. If the Information is not protected, it would have economic value to potential competitors who would be able to target their marketing to specific customers. In a competitive telecommunications marketplace, this type of information is highly sensitive. If publicly disclosed, it would enable competitors to craft business plans that capitalize on their knowledge of the locations of the Company's customers which would place the Company at a competitive disadvantage.

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<sup>5</sup> See *Connect America Fund et al.*, WC Docket 10-90 *et al.*, Order, DA 13-332 (rel. Mar. 5, 2013) ("*March 5, 2013 Order*") at para 9 citing Section 54.202(a) (1) (ii).

6. With respect to steps the Company has taken to ensure against unauthorized disclosure of the information contained in the attachment, the Company is filing the attachment under seal. The Company uses the information contained in the Progress Report to ensure that its customers continue to receive state-of-the-art high quality telecommunications and broadband services that the Company has been providing to them for many years as well as to satisfy mandatory reporting requirements and does not share the information for which protection is sought. The Company protects the secrecy of this information with a security protocol that ensures the information is not inadvertently disclosed or disseminated. Only directors, managers and employees with a direct need to know are authorized to access the information.
7. Any previous versions of this information are not publicly available.
8. Because the information is not routinely available, a need exists for maintaining the confidentiality of this information permanently.
9. Not applicable.

Based on the preceding, JSI respectfully requests on behalf of the Company that the Commission grant confidential treatment under Section 0.459 to Company's Progress Report provided at FCC Form 481 Line 112 attachment.

Please contact the undersigned with any questions regarding this request.

Sincerely,



John Kuykendall  
JSI Vice President  
301-459-7590  
[jkuykendall@jsitel.com](mailto:jkuykendall@jsitel.com)

**FCC Form 481 - Carrier Annual Reporting  
Data Collection Form****REDACTED FOR PUBLIC INSPECTION**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

|           |   |                    |
|-----------|---|--------------------|
| <010>     | Study Area Code   | 310694             |
| <015>     | Study Area Name   | FARMERS DBA CHAPIN |
| <020>     | Program Year  | 2017               |
| <030>     | Contact Name: Person USAC should contact with questions about this data         | Judy Wagler        |
| <035>     | Contact Telephone Number:<br>Number of the person identified in data line <030> | 2696239969 ext.    |
| <039>     | Contact Email Address:<br>Email of the person identified in data line <030>     | judi@mei.net       |
| Form Type |   | 54.313 and 54.422  |

**(100) Service Quality Improvement Reporting  
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

|       |   |                    |
|-------|---|--------------------|
| <010> | Study Area Code   | 310694             |
| <015> | Study Area Name   | FARMERS DBA CHAPIN |
| <020> | Program Year  | 2017               |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Judy Wagler        |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 2696239969 ext.    |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | judi@mei.net       |

|       |   |             |  |
|-------|---|-------------|--|
| <110> | Has your company received its ETC certification from the FCC?   | (yes / no ) | <input type="radio"/> <input checked="" type="radio"/> |
| <111> | If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC? | (yes / no ) | <input type="radio"/> <input type="radio"/>            |

If your answer to Line <111> is yes, please file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

310694mi112.pdf

Name of Attached Document

Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to §54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How much (USF) was used to improve service quality and how support was used to improve service quality
- <116> How much (USF) was used to improve service coverage and how support was used to improve service coverage
- <117> How much (USF) was used to improve service capacity and how support was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

|     |
|-----|
| Yes |
| Yes |
| Yes |
| Yes |
| Yes |
| Yes |



|   |  |
|---|--|
| <b>(300) Unfulfilled Service Request</b><br><b>Data Collection Form</b> | FCC Form 481<br>OMB Control No. 3060-0986/OMB Control No. 3060-0819<br>July 2013 |
|---|--|

|       |   |                    |
|-------|---|--------------------|
| <010> | Study Area Code   | 310694             |
| <015> | Study Area Name   | FARMERS DBA CHAPIN |
| <020> | Program Year  | 2017               |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Judy Wagler        |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 2696239969 ext.    |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | judi@mei.net       |

<300> Unfulfilled service request (voice)

|   |
|---|
| 0 |
|---|

<310> Detail on attempts (voice)

---

Name of Attached Document

<320> Unfulfilled service request (broadband)

|   |
|---|
| 0 |
|---|

<330> Detail on attempts (broadband)

---

Name of Attached Document



|  |  |
|--|--|
| (400) Number of Complaints per 1,000 customers<br>Data Collection Form | FCC Form 481<br>OMB Control No. 3060-0986/OMB Control No. 3060-0819<br>July 2013 |
|--|--|

|       |   |                    |
|-------|---|--------------------|
| <010> | Study Area Code   | 310694             |
| <015> | Study Area Name   | FARMERS DBA CHAPIN |
| <020> | Program Year  | 2017               |
| <030> | Contact Name - Person USAC should contact regarding this data   | Judy Wagler        |
| <035> | Contact Telephone Number - Number of person identified in data line <030>   | 2696239969 ext.    |
| <039> | Contact Email Address - Email Address of person identified in data line <030>   | judi@mei.net       |
| <400> | Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. Offered only fixed voice           |                    |
| <410> | Complaints per 1000 customers for fixed voice   | 0 . 0              |
| <420> | Complaints per 1000 customers for mobile voice  |                    |
| <430> | Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. Offered only fixed broadband |                    |
| <440> | Complaints per 1000 customers for fixed broadband   | 0 . 0              |
| <450> | Complaints per 1000 customers for mobile broadband  |                    |

|  |  |   |
|--|--|---|
| <b>(500) Compliance With Service Quality Standards and Consumer Protection Rules</b> |  | FCC Form 481  |
| <b>Data Collection Form</b>  |  | OMB Control No. 3060-0986/OMB Control No. 3060-0819 |
|  |  | July 2013   |

|                 |  |                    |
|-----------------|--|--------------------|
| <010>           | Study Area Code  | 310694             |
| <015>           | Study Area Name  | FARMERS DBA CHAPIN |
| <020>           | Program Year   | 2017               |
| <030>           | Contact Name - Person USAC should contact regarding this data                              | Judy Wagler        |
| <035>           | Contact Telephone Number - Number of person identified in data line <030>                  | 2696239969 ext.    |
| <039>           | Contact Email Address - Email Address of person identified in data line <030>              | judi@mei.net       |
| <500>           | Certify compliance with applicable service quality standards and consumer protection rules | Yes                |
| 310694mi510.pdf |  |                    |
| <510>           | Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance  |                    |

|   |                                       |  |
|---|---------------------------------------|--|
| <b>(600) Functionality in Emergency Situations<br/>Data Collection Form</b> | <b>REDACTED FOR PUBLIC INSPECTION</b> | FCC Form 481<br>OMB Control No. 3060-0986/OMB Control No. 3060-0819<br>July 2013 |
|---|---------------------------------------|--|

|       |   |                    |
|-------|---|--------------------|
| <010> | Study Area Code   | 310694             |
| <015> | Study Area Name   | FARMERS DBA CHAPIN |
| <020> | Program Year  | 2017               |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Judy Wagler        |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 2696239969 ext.    |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | judi@mei.net       |
| <600> | Certify compliance regarding ability to function in emergency situations      | Yes                |
| <610> | Descriptive document for Functionality in Emergency Situations                | 310694mi610.pdf    |



|   |  |
|---|--|
| <b>(710) Broadband Price Offerings</b><br><b>Data Collection Form</b> | FCC Form 481<br>OMB Control No. 3060-0986/OMB Control No. 3060-0819<br>July 2013 |
|---|--|

|       |   |                    |
|-------|---|--------------------|
| <010> | Study Area Code   | 310694             |
| <015> | Study Area Name   | FARMERS DBA CHAPIN |
| <020> | Program Year  | 2017               |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Judy Wagler        |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 2696239969 ext.    |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | judi@mei.net       |

[illegible]

## FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

|       |   |   |
|-------|---|---|
| <010> | Study Area Code   | 310694  |
| <015> | Study Area Name   | FARMERS DBA CHAPIN  |
| <020> | Program Year  | 2017  |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Judy Wagler   |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 2696239969 ext.   |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | judi@mei.net  |
| <810> | Reporting Carrier   | Farmers Mutual Telephone Company dba Chapin Telephone Company |
| <811> | Holding Company   | Chapin Communications Corporation                             |
| <812> | Operating Company   | N/A   |

[illegible]

**(900) Tribal Lands Reporting  
Data Collection Form**

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

|       |   |                    |
|-------|---|--------------------|
| <010> | Study Area Code   | 310694             |
| <015> | Study Area Name   | FARMERS DBA CHAPIN |
| <020> | Program Year  | 2017               |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Judy Wagler        |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 2696239969 ext.    |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | judi@mei.net       |

<900> Does the filing entity offer tribal land services? (Y/N) No

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

| Select<br>Yes or No or<br>Not Applicable |
|--|
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|  |

**(1000) Voice and Broadband Service Rate Comparability  
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

|       |   |                    |
|-------|---|--------------------|
| <010> | Study Area Code   | 310694             |
| <015> | Study Area Name   | FARMERS DBA CHAPIN |
| <020> | Program Year  | 2017               |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Judy Wagler        |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 2696239969 ext.    |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | judi@mei.net       |

<1000> Voice services rate comparability certification Yes

<1010> Attach detailed description for voice services rate comparability compliance

\_\_\_\_\_  
Name of Attached Document

<1020> Broadband comparability certification

Yes - Pricing is no more than the most recent applicable benchmark announced by the Wireline Competition Bureau

<1030> Attach detailed description for broadband comparability compliance

\_\_\_\_\_  
Name of Attached Document



**(1100) No Terrestrial Backhaul Reporting  
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

|       |   |                    |
|-------|---|--------------------|
| <010> | Study Area Code   | 310694             |
| <015> | Study Area Name   | FARMERS DBA CHAPIN |
| <020> | Program Year  | 2017               |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Judy Wagler        |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 2696239969 ext.    |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | judi@mei.net       |

<1100> Certify whether terrestrial backhaul options exist (Y/N)

Yes

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

**(1200) Terms and Condition for Lifeline Customers**  
**Lifeline**  
**Data Collection Form**

FCC Form 481  
 OMB Control No. 3060-0986/OMB Control No. 3060-0819  
 July 2013

|       |   |                    |
|-------|---|--------------------|
| <010> | Study Area Code   | 310694             |
| <015> | Study Area Name   | FARMERS DBA CHAPIN |
| <020> | Program Year  | 2017               |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Judy Wagler        |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 2696239969 ext.    |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | judi@mei.net       |

310694mi1210.pdf

Name of Attached Document

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

<1220> Link to Public Website

HTTP

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒

<1222> Details on the number of minutes provided as part of the plan, ☒

<1223> Additional charges for toll calls, and rates for each such plan. ☒

**(2000) Price Cap Carrier Additional Documentation**

FCC Form 481

**Data Collection Form**

OMB Control No. 3060-0986/OMB Control No. 3060-0819

*Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

July 2013

|       |   |                    |
|-------|---|--------------------|
| <010> | Study Area Code   | 310694             |
| <015> | Study Area Name   | FARMERS DBA CHAPIN |
| <020> | Program Year  | 2017               |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Judy Wagler        |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 2696239969 ext.    |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | judi@mei.net       |

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

**Incremental Connect America Phase I reporting**

- <2010> 2nd Year Certification 47 CFR § 54.313(b)(1)(i) - Note that for the July 1 2016 certification, this applies to Round 2 recipients of Incremental Support
- <2011> 3rd Year Certification 47 CFR § 54.313(b)(1)(ii) - Note that for the July 1 2016 certification, this applies to Round 1 recipients of Incremental Support
- <2022> Recipient certifies, representing year two after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.
- <2023> The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year two - 54.313(b)(2)(ii). Round 2 recipients only.
- <2024A> Round 2 Recipient of Incremental Support?
- <2024B> Attach list of census blocks indicating where funding was spent in year two - 54.313(b)(2)(ii). Round 2 recipients only.
- <2025A> Round 1 or Round 2 Recipient of Incremental Support?
- <2025B> Attach geocoded Information for Phase I milestone reports (Round 1 for year three and Round 2 for year two) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-
- <2015> 2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)






Name of Attached Document Listing  
Required Information

Name of Attached Document Listing  
Required Information

**(2000) Price Cap Carrier Additional Documentation (Continued)**

**Data Collection Form**

*Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

**Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}**

<2016> Certification support used to build broadband

**Connect America Phase II Reporting {47 CFR § 54.313(e)}**

<2017A> Connect America Fund Phase II recipient?

<2017B> Attach information for Phase II - 54.313(e)(1) - list of geocoded locations already meeting the 54.309 public interest obligations at the end of calendar year 2015 and total amount of Phase II support, if any, the price

Name of Attached Document Listing  
Required Information

<2018> Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(2)(ii)

Name of Attached Document Listing  
Required Information

<2019> Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(2)(v)

<2020> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 40% of its supported locations in the state on December 31, 2017 - 54.313(e)(3)

<2021> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 60% of its supported locations in the state on December 31, 2018 - 54.313(e)(4)

<2026> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 80% of its supported locations in the state on December 31, 2019 - 54.313(e)(5)

<2027> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 100% of its supported locations in the state on December 31, 2020 - 54.313(e)(6)

(3005) Rate Of Return Carrier Additional Documentation  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

|       |   |                    |
|-------|---|--------------------|
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| <030> | Contact Name - Person USAC should contact regarding this data                 | Judy Wagler        |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 2696239969 ext.    |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | judi@mei.net       |

Complete the items below to note compliance with five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

|         |  |  |  |
|---------|--|--|--|
| (3009)  | Progress Report on 5 Year Plan<br>Carrier certifies to 54.313(f)(1)(iii)   |  |  |
| (3010A) | Milestone Certification {47 CFR § 54.313(f)(1)(i)}   | Yes - Attach Certification                             |  |
| (3010B) | Please Provide Attachment  | Name of Attached Document Listing Required Information | 310694mi3010.pdf                                       |
| (3012A) | Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}  | No - No New Community Anchors                          |  |
| (3012B) | Please Provide Attachment  | Name of Attached Document Listing Required Information |  |
| (3013)  | Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}   | (Yes/No)   | <input checked="" type="radio"/> <input type="radio"/> |
| (3014)  | If yes, does your company file the RUS annual report   | (Yes/No)   | <input type="radio"/> <input checked="" type="radio"/> |
| (3015)  | Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:<br>Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)  |  | <input type="checkbox"/>                               |
| (3016)  | Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows   |  | <input type="checkbox"/>                               |
| (3017)  | If the response is yes on line 3014, attach your company's RUS annual report and all required documentation  | Name of Attached Document Listing Required Information |  |
| (3018)  | If the response is no on line 3014, is your company audited?   | (Yes/No)   | <input type="radio"/> <input checked="" type="radio"/> |
| (3019)  | If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:<br>Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers |  | <input type="checkbox"/>                               |
| (3020)  | Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows  |  | <input type="checkbox"/>                               |
| (3021)  | Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit.<br>If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:                     |  | <input type="checkbox"/>                               |
| (3022)  | Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers   |  | <input checked="" type="checkbox"/>                    |
| (3023)  | Underlying information subjected to a review by an independent certified public accountant   |  | <input checked="" type="checkbox"/>                    |
| (3024)  | Underlying information subjected to an officer certification.  |  | <input checked="" type="checkbox"/>                    |
| (3025)  | Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows  |  | <input checked="" type="checkbox"/>                    |
| (3026)  | Attach the worksheet listing required information  | Name of Attached Document Listing Required Information | 310694mi3026.pdf                                       |

REDACTED FOR PUBLIC INSPECTION

(3005) Rate Of Return Carrier Additional Documentation (Continued)

FCC Form 481

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

|       |   |                    |
|-------|---|--------------------|
| <010> | Study Area Code   | 310694             |
| <015> | Study Area Name   | FARMERS DBA CHAPIN |
| <020> | Program Year  | 2017               |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Judy Wagler        |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 2696239969 ext.    |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | judi@mei.net       |

**Financial Data Summary**

(3027) Revenue

(3028) Operating Expenses

(3029) Net Income

(3030) Telephone Plant In Service(TPIS)

(3031) Total Assets

(3032) Total Debt

(3033) Total Equity

(3034) Dividends

|  |   |
|--|---|
| <b>(4005) Rural Broadband Experiment Additional Documentation</b><br><b>Data Collection Form</b> | <b>FCC Form 481</b><br><b>OMB Control No. 3060-0986/OMB Control No. 3060-0819</b><br><b>July 2013</b> |
|--|---|

|       |   |                    |
|-------|---|--------------------|
| <010> | Study Area Code   | 310694             |
| <015> | Study Area Name   | FARMERS DBA CHAPIN |
| <020> | Program Year  | 2017               |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Judy Wagler        |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 2696239969 ext.    |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | judi@mei.net       |

4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission’s public interest obligations. All RBE participants must provide a response to Line 4001.

**4001.** Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

Community Anchor Institutions – FCC 14-98 (paragraph 79)

**4003a.** RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

|   |  |  |
|---|--|--|
| <b>4003b.</b> Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year. | Name of Attached Document Listing Required Information |  |
|---|--|--|

Broadband Deployment Locations – FCC 14-98 (paragraph 80)

|  |  |  |
|--|--|--|
| <b>4004a.</b> Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481. | Name of Attached Document Listing Required Information |  |
|--|--|--|

|  |  |  |
|--|--|--|
| <b>4004b.</b> Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area. | Name of Attached Document Listing Required Information |  |
|--|--|--|

|   |  |
|---|--|
| <b>Certification - Reporting Carrier<br/>Data Collection Form</b> | FCC Form 481<br>OMB Control No. 3060-0986/OMB Control No. 3060-0819<br>July 2013 |
|---|--|

|   |                    |
|---|--------------------|
| <010> Study Area Code   | 310694             |
| <015> Study Area Name   | FARMERS DBA CHAPIN |
| <020> Program Year  | 2017               |
| <030> Contact Name - Person USAC should contact regarding this data                 | Judy Wagler        |
| <035> Contact Telephone Number - Number of person identified in data line <030>     | 2696239969 ext.    |
| <039> Contact Email Address - Email Address of person identified in data line <030> | judi@mei.net       |

**TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:**

|   |                                |
|---|--------------------------------|
| <b>Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients</b>   |                                |
| I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate. |                                |
| Name of Reporting Carrier:  |                                |
| Signature of Authorized Officer:  | Date                           |
| Printed name of Authorized Officer:   |                                |
| Title or position of Authorized Officer:  |                                |
| Telephone number of Authorized Officer:   |                                |
| Study Area Code of Reporting Carrier:   | Filing Due Date for this form: |
| Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.  |                                |



|   |  |
|---|--|
| <b>Certification - Agent / Carrier<br/>Data Collection Form</b> | FCC Form 481<br>OMB Control No. 3060-0986/OMB Control No. 3060-0819<br>July 2013 |
|---|--|

|   |                    |
|---|--------------------|
| <010> Study Area Code   | 310694             |
| <015> Study Area Name   | FARMERS DBA CHAPIN |
| <020> Program Year  | 2017               |
| <030> Contact Name - Person USAC should contact regarding this data                 | Judi Wagler        |
| <035> Contact Telephone Number - Number of person identified in data line <030>     | 2696239969 ext.    |
| <039> Contact Email Address - Email Address of person identified in data line <030> | judi@mei.net       |

**TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:**

| Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier   |  |
|---|--|
| I certify that (Name of Agent) <u>JSI</u> is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate. |  |
| Name of Authorized Agent:   | <u>JSI</u>   |
| Name of Reporting Carrier:  | <u>FARMERS DBA CHAPIN</u>                                      |
| Signature of Authorized Officer:  | <u>CERTIFIED ONLINE</u> Date: <u>07/01/2016</u>                |
| Printed name of Authorized Officer:   | <u>Laurie Ringle</u>   |
| Title or position of Authorized Officer:  | <u>Treasurer</u>   |
| Telephone number of Authorized Officer:   | <u>9896612476 ext.</u>   |
| Study Area Code of Reporting Carrier:   | <u>310694</u> Filing Due Date for this form: <u>07/01/2016</u> |
| Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.  |  |

**TO BE COMPLETED BY THE AUTHORIZED AGENT:**

| Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier   |  |
|--|--|
| I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate. |  |
| Name of Reporting Carrier:   | <u>FARMERS DBA CHAPIN</u>                                      |
| Name of Authorized Agent Firm:   | <u>JSI</u>   |
| Signature of Authorized Agent or Employee of Agent:  | <u>CERTIFIED ONLINE</u> Date: <u>07/01/2016</u>                |
| Name of Authorized Agent Employee:   | <u>Cassandra Heyne</u>   |
| Title or position of Authorized Agent or Employee of Agent   | <u>Consultant</u>  |
| Telephone number of Authorized Agent or Employee of Agent:   | <u>3014597950 ext.</u>   |
| Study Area Code of Reporting Carrier:  | <u>310694</u> Filing Due Date for this form: <u>07/01/2016</u> |
| Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.   |  |

## Attachments

REDACTED FOR PUBLIC INSPECTION

**REDACTED – FOR PUBLIC INSPECTION**

**ATTACHMENT - LINE 112**

**Five-Year Network Improvement Plan and  
Progress Report**

**ATTACHMENT REDACTED IN ENTIRETY**

**Farmers Mutual Telephone Company dba Chapin Telephone Company's  
Demonstration of Complying with Service Quality Standards and Consumer Protection  
Rules for Voice and Broadband Services**

In establishing this certification in its *2005 ETC Order*,<sup>1</sup> the FCC found that an ETC must make “a specific commitment to objective measures to protect consumers.”<sup>2</sup> The Commission found that for wireless ETCs, compliance with CTIA’s Consumer Code for Wireless Service would satisfy this requirement” and that the sufficiency of other commitments would be considered on a case-by-case basis.<sup>3</sup> In this context, the FCC stated, “to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement.”<sup>4</sup>

Farmers Mutual Telephone Company dba Chapin Telephone Company (“Company”) hereby certifies that it is complying with state and federal service quality standards and consumer protection rules. The Company is subject to consumer protection obligations for voice services under state law. These obligations include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of The Michigan Public Service Commission (MPSC), as specified in Section 202(b) of the Michigan Telecommunications Act (MTA) and MPSC Case No. U-11103, which disclose rates, terms and conditions of service to customers; (2) adherence to Michigan state consumer protection

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<sup>1</sup> *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) (“*2005 ETC Order*”).

<sup>2</sup> *Id.* at para. 28.

<sup>3</sup> *Id.* The FCC noted that under the CTIA Consumer Code, wireless carriers agree to: “(1) disclose rates and terms of service to customers; (2) make available maps showing where service is generally available; (3) provide contract terms to customers and confirm changes in service; (4) allow a trial period for new service; (5) provide specific disclosures in advertising; (6) separately identify carrier charges from taxes on billing statements; (7) provide customers the right to terminate service for changes to contract terms; (8) provide ready access to customer service; (9) promptly respond to consumer inquiries and complaints received from government agencies; and (10) abide by policies for protection of consumer privacy.” *Id.* at n. 71.

<sup>4</sup> *Id.* at n. 72.

requirements governing telephone providers, Prohibitions as identified in Sections 305 and 502 of the MTA, Costing Procedures as determined by the MPSC in Case No. U-11103, and Compliance with Anti-Slamming Procedures as adopted in MPSC Case No. U-11757 and Case No. U-11900; and (3) CPNI, Red Flag Rules and other federal and state requirements governing the protection of customers' privacy.

As an incumbent licensed local exchange carrier in Michigan, the Company has operated for many years in the telecommunications industry, an industry that has had varying degrees of regulation. The Company's long-time operations in this regulated industry have made it aware of applicable standards and rules. The Company periodically reviews and stays abreast of changes in standards and rules. The Company is a member of a state industry association that monitors these changes and provides information to its members. The Company also hires consultants and attorneys to assist when reasonable or necessary.

As a licensed telecommunications carrier in Michigan, the Company is subject to the Michigan Telecommunications Act (MTA), MCL 484.2101 *et seq.*, and the jurisdiction of the Michigan Public Service Commission (MPSC). The Company must comply with the numerous obligations relating to telecommunications service set out in the MTA and rules the MPSC has adopted under the MTA, the federal Communications Act as amended (FTA), and rules the FCC has adopted under the FTA; and the Company must comply with generally applicable state consumer protection laws.

The Company's obligations include: (1) filing a local exchange service tariff pursuant to the requirements of the MPSC in accordance with section 202(b) of the MTA, MCL 484.202(b), that complies with cost and rate rules stated in the MTA and the MPSC's orders, including the order in MPSC Case No. U-11103 (June 5, 1996), which discloses the rates and

terms of service to customers; (2) complying with Michigan's consumer protection law, MCL 445.901 *et seq.*; complying with the MTA's consumer-oriented conduct requirements set forth in MCL 484.2502, which prohibit, among other things, false, deceptive or misleading statements, cramming, inappropriate charges, causing a probability of confusion, misleading representations regarding the delivery of service, and certain disconnections; (4) complying with Michigan Anti-Slamming Procedures, including those in the MTA, MCL 484.2305, and related rules the MPSC adopted, such as those adopted in Orders in MPSC Case Nos. U-11757 and U-11900; (5) complying with state and federal requirements regarding E 9-1-1 service, basic local exchange service and related matters per Section 2305b(c) of the MTA, MCL 484.2305b(c); and (6) complying with state and federal requirements relating to protecting customers' privacy, including state and federal requirements as to confidential proprietary network information (CPNI) and identity theft.

The Company has consistently taken action to ensure compliance with all of the above by, among other things, the following: it has filed a local exchange service tariff with the MPSC commitment to objective measures to protect consumers.” *Id.* at para. 28. The FCC found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement” and that the sufficiency of other commitments would be considered on a case-by-case basis in accordance with MPSC rules, and that tariff is readily available to customers on line; it has trained its customer service representatives to explain to customers rates, charges, terms and conditions of service, available programs and to furnish customers with reasonable access to information and assistance and the like; it has trained its customer service representatives to interact with customers respectfully and in accordance with consumer protections; it maintains a business office adequately staffed with

qualified persons to assist customers; it notifies its customers of their rights; it notifies its customers regarding the \*67 feature and similar functions; it notifies its customers of the Do-Not-Call list and how to participate; it provides directories to customers containing information about programs, rights and responsibilities, and \*67 service, among other things (a copy is available in prior state ETC filings); it has adopted an Identity Theft Prevention Policy (a compliance manual and operating procedures—a copy is available in prior state ETC filings) consistent with all applicable “Red Flag” rules; it passes through to its customers all state and federal Lifeline and Link-up discounts, and notifies its customers of the Lifeline program and how to apply if eligible; it has adopted a CPNI compliance manual and operating procedures (a copy is available in prior state ETC filings) consistent with all applicable laws, conducts employee CPNI training, and provides access to CPNI rules in its business office. Also, the Company has certified to the FCC that it complies with the FCC’s CPNI rules.

The Company is subject to consumer protection obligations for broadband services under federal law. These obligations include, but are not limited to, the following: public disclosure of accurate information regarding network management practices, performance, and commercial terms of broadband internet access services; as a means of providing sufficient information for consumers to make informed choices regarding use of such services, and for content, application, service and device providers to develop, market, and maintain internet offerings as specified in F.C.C. 47 C.F.R. Part 8 §8.3. The Company furthermore will comply with all requirements set forth in the *2015 Open Internet Order* when it becomes effective.

**Farmers Mutual Telephone Company dba Chapin Telephone Company's****Demonstration of Ability to Function in Emergency Situations:**

Farmers Mutual Telephone Company dba Chapin Telephone Company ("Company") hereby certifies that it is able to function in emergency situations as set forth in the Code of Federal Regulations, Title 47, Part 54, Subpart C, §54.202(a)(2)<sup>1</sup> and the Michigan Telecommunications Act (MTA). The Company's voice and broadband network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2). The Company can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations will also allow the Company to manage traffic spikes throughout its network, as emergency situations require.

Specifically, each central office building is supplied with standby generators and battery back-up that enable the central office to keep running until power is restored so long as fuel is available, or until system changes are made to reroute traffic. The Company has battery backup at all office locations and in its electronic equipment sites in accordance with the specifications identified in Section 305c(a) of the MTA, 484.2305c Emergency power requirements; compliance.

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<sup>1</sup> Section 54.202(a)(2) requires ETCs that are designated by the Commission to "demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations."



The Company has back-up battery reserve in its central office, which enables it to provide service for a minimum of 8 hours, allowing it to function in an emergency situation without an external power source. It also has a standby generator and mobile power units, which can be taken to outside cabinets when needed. Together, the generators and battery back-up enable the Company's central offices to keep running until power is restored (so long as fuel is available), or until system changes are made to re-route traffic.

The Company has redundancy in its network to use in rerouting traffic when its facilities are damaged. The Company also can change call routing translations as needed to re-route traffic around damaged facilities.

The Company's network is engineered to provide maximum capacity in order to manage traffic spikes resulting from an emergency situation. By having back-up power ready and available and having redundancy, all of the Company's facilities are able to keep traffic moving and connecting so as to manage any traffic spikes that may arise from emergency situations.

The Company's standby generators and battery back-up support both voice and broadband network equipment should an emergency situation occur. The Company complies with the FCC's backup power requirements, effective October 16, 2015.

REDACTED FOR PUBLIC INSPECTION

**(700) Price Offerings including Voice Rate Data  
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010> Study Area Code 310694

|       |                 |                    |
|-------|-----------------|--------------------|
| <015> | Study Area Name | FARMERS DBA CHAPIN |
|-------|-----------------|--------------------|

<020> Program Year 2017

<030> Contact Name - Person USAC should contact regarding this data Judy Wagler

|       |   |                 |
|-------|---|-----------------|
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 2696239969 ext. |
|-------|---|-----------------|

<039> Contact Email Address - Email Address of person identified in data line <030> judi@mei.net

1/1/2016

---

<703>

[illegible]

REDACTED FOR PUBLIC INSPECTION

|   |  |
|---|--|
| <b>(710) Broadband Price Offerings</b><br><b>Data Collection Form</b> | FCC Form 481<br>OMB Control No. 3060-0986/OMB Control No. 3060-0819<br>July 2013 |
|---|--|

|       |   |                    |
|-------|---|--------------------|
| <010> | Study Area Code   | 310694             |
| <015> | Study Area Name   | FARMERS DBA CHAPIN |
| <020> | Program Year  | 2017               |
| <030> | Contact Name - Person USAC should contact regarding this data                 | Judy Wagler        |
| <035> | Contact Telephone Number - Number of person identified in data line <030>     | 2696239969 ext.    |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | judi@mei.net       |

[illegible]

REDACTED FOR PUBLIC INSPECTION  
Michigan Lifeline Administration Service**LIFELINE APPLICATION**

Eligible customers will receive \$11.25 off their monthly phone bill  
and seniors aged 65 and older can receive additional discounts.

**TOLL FREE 1-866-321-2323**

To apply for Lifeline Service, complete the application below and send it to:

**Lifeline Administration Service****PO Box 11037, Lansing, Michigan 48901 OR fax to 517-482-3548****IDENTIFICATION INFORMATION (PLEASE PRINT)**

Applicant's phone number: \_\_\_\_\_ Name of phone company: \_\_\_\_\_

Date of Birth: \_\_\_\_\_ Last 4-digits of Social Security Number: \_\_\_\_\_

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ M.I.: \_\_\_\_\_

Street: \_\_\_\_\_

**Residential street address only; FCC regulations prohibit the use of P.O. Boxes for the Lifeline program**

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP Code: \_\_\_\_\_

This is my permanent address: Yes ☐ No ☐ This is a rural address with no postal route: Yes ☐ No ☐

Billing Address, City, State and Zip Code (if different from Service Address) \_\_\_\_\_

There are multiple unique households (e.g. nursing home, assisted living facility) at my address, as defined in this program.

YES ☐ NO ☐

**PROGRAM QUALIFICATION INFORMATION**

To be eligible for Lifeline discounts, regulations require you to qualify via one of the two methods below. Please fill out one section only.

**Method 1. My income is within the guidelines and I am providing the following photocopies that document my total household income, which is stated below. Please check all that apply.****TOTAL MONTHLY INCOME: \$** \_\_\_\_\_ **NUMBER OF HOUSEHOLD MEMBERS:** \_\_\_\_\_

| # of Household Members   | Gross Monthly Income | Gross Annual Income* |
|--|----------------------|----------------------|
| 1  | \$1,485              | \$17,820             |
| 2  | \$2,003              | \$24,030             |
| 3  | \$2,520              | \$30,240             |
| 4  | \$3,038              | \$36,450             |
| *Add \$6,240 (\$520 monthly) for each additional household member. |                      |                      |

|   |   |
|---|---|
| <input type="checkbox"/> Prior year's state or federal tax return.                | <input type="checkbox"/> Current Annual Income Statement from Employer  |
| <input type="checkbox"/> Social Security statement of benefits                    | <input type="checkbox"/> Paycheck stubs or other official document containing income information for any 3 consecutive months within last 12 months |
| <input type="checkbox"/> Retirement/pension statement of benefits                 | <input type="checkbox"/> Veterans Administration statement of benefits  |
| <input type="checkbox"/> Unemployment/Worker's Compensation Statement of Benefits | <input type="checkbox"/> Divorce decree or child support document containing income information   |

**Method 2. I, or the member of my household named below, receives assistance from one of the listed programs. I am providing documentation of participation in the checked program.**

Name: \_\_\_\_\_

|   |   |
|---|---|
| <input type="checkbox"/> Food stamps                          | <input type="checkbox"/> Federal Public Housing Assistance or Section 8 |
| <input type="checkbox"/> Medicaid                             | <input type="checkbox"/> Temporary Assistance for Needy Families (TANF) |
| <input type="checkbox"/> Supplemental Security Income         | <input type="checkbox"/> National School Lunch – Free Lunch Program     |
| <input type="checkbox"/> Low-Income Home Energy Plan (LIHEAP) |   |

**LIFELINE ADMINISTRATION SERVICE PROCESSES APPLICATIONS FOR THE FOLLOWING COMPANIES**

|                                  |                                   |                                    |
|----------------------------------|-----------------------------------|------------------------------------|
| AcenTek                          | Climax Telephone Company          | Springport Telephone Company       |
| Allband Communications Coop.     | Deerfield Farmers' Telephone Co.  | TDS Telecom                        |
| Baraga Telephone Company         | Hiawatha Telephone Company        | Thumb Cellular                     |
| Barry County Telephone Company   | Kaleva Telephone Company          | Upper Peninsula Telephone Company  |
| Blanchard Telephone Company      | Lennon Telephone Company          | Waldron Telephone Company          |
| Bloomington Communications       | Michigan Central Broadband Co.    | Westphalia Broadband, Inc./Comlink |
| Carr Telephone Company           | Midway Telephone Company          | Westphalia Telephone Company       |
| CenturyLink of Michigan          | Ogden Communications              | Winn Telecom                       |
| CenturyLink of Midwest Michigan  | Ontonagon County Telephone Co.    | Winn Telephone Company             |
| CenturyLink of Northern Michigan | Pigeon Telephone Company          |                                    |
| CenturyLink of Upper Michigan    | Sand Creek Telephone Company      |                                    |
| Chapin Telephone Company         | Southwest Michigan Communications |                                    |

**For more information, please call 1-866-321-2323.**

If your phone company is not on the list above, please contact them directly to apply for Lifeline discounts.

**APPLICANT ACKNOWLEDGEMENTS****PLEASE READ AND INITIAL EACH OF THE FOLLOWING STATEMENTS TO INDICATE THAT YOU UNDERSTAND AND AGREE:**

- I understand and consent to Lifeline Administration Service providing my Lifeline service account information, including but not limited to, my name, residential address, phone number, date of birth, the last 4 digits of my social security number, the date on which my Lifeline service was initiated/terminated, the amount of Lifeline support provided, and the means through which I qualified for Lifeline, to the Universal Service Administrative Company (USAC), USAC's agents and/or the National Lifeline Accountability Database to ensure the proper administration of the Lifeline program. I understand that if I fail to provide this consent, Lifeline Administration Service will deny me Lifeline service.
- Lifeline is a non-transferable benefit and the subscriber may not transfer his or her benefit to any other person.
- Lifeline is a federal benefit and willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program.
- Lifeline support is only available for a single phone line at my principal residence and no one else in my household is receiving Lifeline discounts. (A "household" is defined as any individual or group of individuals who live together at the same address and share income and expenses.)
- Violation of the one-per-household limitation constitutes a violation of the Federal Communication Commission's rules and will result in the subscriber's de-enrollment from the program and potentially prosecution by the US government.
- I understand that if I am identified as receiving more than one Lifeline benefit, all telephone service providers involved may be notified so that I may select one service and be de-enrolled from the other(s).
- I will notify my telephone company within 30 days if I no longer qualify for Lifeline and I may be subject to penalties if I fail to do so.
- I will notify my telephone company within 30 days of any changes to my residential address.
- I will be required to certify my continued eligibility for Lifeline at least once a year and know failure to do so will result in termination of my participation in the program.

**APPLICANT SIGNATURE**

**I certify, under penalty of perjury, that the information provided in this application and supporting documentation is true and complete.**

Signature:

Date:

**REVISED 2/2016**

~~Lifeline Administrative Service~~  
 REDACTED FOR PUBLIC INSPECTION  
 Lifeline Household Worksheet

|                  |  |
|------------------|--|
| Name             |  |
| Address          |  |
|                  |  |
| Telephone Number |  |

Lifeline is a government program that provides a monthly discount on home or mobile telephone services. Only ONE Lifeline discount is allowed per household. Members of a household are not permitted to receive Lifeline service from multiple telephone companies.

Your **household** is everyone who lives together at your address as one economic unit (including children and people who are not related to you).

The **adults** you live with are part of your **economic unit** if they contribute to and share in the income and expenses of the household. An **adult** is any person 18 years of age or older, or an emancipated minor (a person under age 18 who is legally considered to be an adult). Household **expenses** include food, health care expenses (such as medical bills) and the cost of renting or paying a mortgage on your place of residence (a house or apartment, for example) and utilities (including water, heat and electricity). **Income** includes salary, public assistance benefits, social security payments, pensions, unemployment compensation, veteran's benefits, inheritances, alimony, child support payments, worker's compensation benefits, gifts, and lottery winnings.

Spouses and domestic partners are considered to be part of the same household. Children under the age of 18 living with their parents or guardians are considered to be part of the same household as their parents or guardians. If an adult has no income, or minimal income, and lives with someone who provides financial support to that adult, both people are considered part of the same household.

**You have been asked to complete this Worksheet because someone else currently receives a Lifeline-supported service at your address. This other person may or may not be a part of your household. Answer the questions below to determine whether there is more than one household residing at your address.**

1. Does your spouse or domestic partner (that is, someone you are married to or in a relationship with) already receive a Lifeline-discounted phone? (check no if you do not have a spouse or partner)        YES        NO

- If you checked **YES**, you may not sign up for Lifeline because someone in your household already receives Lifeline. Only ONE Lifeline discount is allowed per household.
- If you checked **NO**, please answer question #2.

2. Other than a spouse or partner, do other adults (people over the age of 18 or emancipated minors) live with you at your address?

- |  |                                    |                      |                                    |
|--|------------------------------------|----------------------|------------------------------------|
| A. A parent  | <u>      </u> YES <u>      </u> NO | D. An adult roommate | <u>      </u> YES <u>      </u> NO |
| B. An adult son or daughter  | <u>      </u> YES <u>      </u> NO | E. Other _____       | <u>      </u> YES <u>      </u> NO |
| C. Another adult relative (such as a sibling, aunt, cousin, grandparent, grandchild, etc.) | <u>      </u> YES <u>      </u> NO |                      |                                    |

- If you checked **NO** for each statement above, you do not need to answer the remaining questions. Please initial line B, below, and sign and date the worksheet.
  - If you checked **YES**, please answer question #3.
3. Do you share living expenses (bills, food, etc.) and share income (either your income, the other person's income or both incomes together) with at least one of the adults listed above in question #2?        YES        NO
- If you checked **NO**, then your address includes **more than one household**. Please initial lines A and B below, and sign and date the worksheet.
  - If you checked **YES**, then your address includes only **one household**. You may not sign up for Lifeline because someone in your household already receives Lifeline.

**CERTIFICATION**

Please initial the certifications below and sign and date this worksheet. Submit this worksheet to \_\_\_\_\_ [insert company or agency name] along with your Lifeline application.

- A.        I certify that I live at an address occupied by multiple households.
- B.        I understand that violation of the one-per-household requirement is against the Federal Communication Commission's rules and may result in me losing my Lifeline benefits, and potentially, prosecution by the United States government.

Signature \_\_\_\_\_ Date \_\_\_\_\_

REDACTED FOR PUBLIC INSPECTION

Farmers Mutual Telephone Company of Chapin  
M.P.S.C. No. 1 (R)

Original Sheet No. 5

## LOCAL TELEPHONE EXCHANGE SERVICE

INDEX OF EXCHANGES SHOWING INCORPORATED  
VILLAGES, TOWNSHIPS, AND COUNTIES WITHIN  
ITS EXCHANGE SERVICE AREA

| <u>Exchange</u> | <u>Incorporated<br/>Village</u> | <u>Townships</u>  | <u>County</u>            |
|-----------------|---------------------------------|-------------------|--------------------------|
| Chapin          | Oakley                          | Brady<br>Chapin   | Saginaw<br>Saginaw       |
|                 |                                 | Fairfield<br>Rush | Shiawassee<br>Shiawassee |

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Issued: March 22, 1993

Effective: March 22, 1993

Issued under the authority of the Michigan Public Service Commission Order dated  
December 22, 1992, in Case No. U-10064.

By: Gale W. Somers, Secretary

Elsie, Michigan

## REDACTED FOR PUBLIC INSPECTION

Farmers Mutual Telephone Company of Chapin  
M.P.S.C. No. 1(R)

4<sup>th</sup> Revised Sheet No. 6  
Cancels 3rd Revised Sheet No. 6

## LOCAL TELEPHONE EXCHANGE SERVICE

Exchange: Chapin

## A. GENERAL

1. The provision of service at the rates shown below is subject to the regulations given in the General Rules and Regulations as they now exist and are filed with and form part of this Tariff.
2. The rates shown below allow the customer to make local calls to all numbers associated with one of the following Michigan rate centers, which together comprise the Local Service Area:
 

|        |      |       |        |         |        |            |       |     |
|--------|------|-------|--------|---------|--------|------------|-------|-----|
| CHAPIN | OVID | ELSIE | OWOSSO | MERRILL | ASHLEY | CHESANNING | BRANT | (N) |
|--------|------|-------|--------|---------|--------|------------|-------|-----|
3. The company will block 1+ dialed calls to stations within the Local Service Area. (N)
4. Calls made to a telephone number with an NPA NXX code that is associated with the rate centers that are listed in Section A 2, and within the customer's Local Service Area are local calls regardless of the physical location of the called party.

## B. RATES

Monthly Recurring Rates

One Party Business  
One Party Residence

Michigan Public  
Service Commission

10/23/2008

Approved

\$24.06 (1) (I)  
\$20.06 (1) (I)

Local MOU Rates are laid out under D on Sheet 6.1.

(1) Effective October 1, 2006, each of these rates will increase by \$1.00. Effective October 1, 2007, each of these rates will increase by an additional \$1.00. (N)

## C. EXCHANGE BOUNDARY DESCRIPTION

Commencing at the NW corner of Section 3, T9N, R1E, Chapin Township, Saginaw County, east to the NE corner of Section 6, T9N, R2E, Brady Township, south to the NW corner of Section 8, east to the NE corner of Section 8, south to the NW corner of Section 21, east to the NE corner of Section 21, south to the west ¼ post of Section 27, east to the east ¼ post of Section 25, south to Johnstone Road, (Saginaw-Shiawassee County Line) T8N, R2E, Rush Township, Shiawassee County west along the center line of Johnstone Road to Smith Road, south to Epton Road, west to the west ¼ post of Section 17, south to Buck Road, west along Buck Road to the North-South 1/8 line of the SW ¼ of Section 24, T8N, R1E, Fairfield Township, south to Ann Arbor Railroad right of way (Section 25) northwesterly along said right of way to a point on the east-west centerline of Section 26, west to the west line of Section 26, to the NW corner of Section 11, west to the SW corner of Section 3, north to the point of beginning.

Issued: October 5, 2007

Effective: October 6, 2007

Issued under authority of Public Act 179 of 1991 as amended

Issued by: Greg Ringle, Manager

Elsie, Michigan



## REDACTED FOR PUBLIC INSPECTION

Farmers Mutual Telephone Company of Chapin  
M.P.S.C. No. 1 (R)

Original Sheet No. 6.1

## LOCAL EXCHANGE TELEPHONE SERVICE

## D. LOCAL MOU RATE

(D)(N)

For calls to a number associated with a rate center bearing the name Chapin, the Company will charge the following:

First 2,000 Conversation MOU in each billing period \$0.00 per MOU

Each Conversation MOU over 2,000 in that billing period \$0.00 per MOU

For calls to a number associated with a rate center with the Local Calling Area, but not Chapin, the Company will charge the following:

First 2,000 Conversation MOU in each billing period \$0.00 per MOU

Each Conversation MOU over 2,000 in that billing period \$0.05 per MOU (D)

The Company will measure Conversation MOU from the time when the Company's switching equipment receives answer supervision to the earlier of when the Company's switch receives on-hook supervision from Chapin's end user or from the terminating switch.

The Company will measure Conversation MOU to the next higher whole MOU per call.

The Company will not bill the end user for non-conversation time related to local calls.

Conversation MOU do not include 0-plus or 0-minus calls.

The Company will not provide call record detail for local usage.

No MOU are carried forward or backwards from month to month.

(N)

Issued: March 9, 2006

Effective: October 1, 2005

Issued under the authority of PA179, Michigan Telecommunications Act, as amended.

By: Greg Ringle, Manager

Elsie, Michigan

## REDACTED FOR PUBLIC INSPECTION

Farmers Mutual Telephone Company of Chapin  
Tariff M.P.S.C. No. 1 (R)

6th Revised Sheet No. 9  
Cancels 5th Revised Sheet No. 9

## LOCAL TELEPHONE EXCHANGE SERVICE

## LIFELINE SERVICE

## A. DESCRIPTION

1. Lifeline Service applies discounts to monthly recurring rates for qualifying residential customers. These discounts are applied to existing tariffed rates and charges for residential telephone service.
2. In order to be eligible for Lifeline Service a residential customer's household income must be at or below 150% of the poverty level as determined by the United States Office of Management and Budget and as approved by the State Treasurer or the customer must participate in one of the following federal assistance programs:
  - a. Medicaid
  - b. Supplemental Nutrition Assistance Program (SNAP) - Food stamps (C)
  - c. Supplemental Security Income (SSI) (C)
  - d. Federal public housing assistance/Section 8 (C)
  - e. Low Income Home Energy Assistance Program (LIHEAP) (C)
  - f. National School Lunch Program's free lunch program (C)
  - g. Temporary Assistance for Needy Families (TANF) aka Family Independence Program (C)
3. Lifeline Service includes the services and functionalities enumerated in by the F.C.C. as follows: voice grade access to the public switched network; local usage; dual tone multi-frequency signaling or its functional equivalent; single-party service or its functional equivalent; access to operator services; access to interexchange service; access to directory assistance; and toll blocking for qualifying customers.
4. Other services can be provided with the Lifeline Service at applicable rates and charges.

## B. REGULATIONS

1. Regulations specified elsewhere in the Company's tariffs apply to Lifeline Service.
2. Lifeline Service is available only with residence services, excluding foreign exchange service. Lifeline Service is limited to one line per household at the customer's primary residence.
3. A miscellaneous service charge does not apply when Lifeline Service is added or discontinued to existing service when that is the only work being done.
4.
  - a. A discount of 20% of the Basic Local Exchange rate or \$11.25, whichever is greater, on the monthly rate for Basic Local Exchange Service for Lifeline customers is applicable. For Lifeline customers 65 years of age or more, the discount will be 25% of the Basic Local Exchange rate or \$12.35, whichever is greater. The total discount shall not exceed 100% of all end-user common line charges and the Basic Local Exchange rate.
  - b. The credit will be applied in the following order: (1) The Interstate End User Access Charge, National Exchange Carriers Association, Inc. Tariff F.C.C. No. 5, Access Service, (2) The Access Recovery Charge, National Exchange Carrier Association, Inc. Tariff F.C.C. No. 5, Access Service, and (3) The balance of the credit, if any, will be applied as a credit to the Basic Local Exchange rate. (C)
  - c. The Company will provide, at the qualifying customer's option, toll blocking service at no charge. The Company defines toll blocking as a service provided by the Company that lets the customer elect not to allow the completion of outgoing toll calls from their telecommunications channel. (C)
  - d. The Company will not require a service deposit in order to initiate Lifeline Service if the qualifying customer voluntarily elects toll blocking service. (C)
  - e. The Company will not disconnect Lifeline Service for non-payment of toll charges by qualifying customers.
5. The Lifeline plan will apply after receipt and processing of a completed Company or community/government provided application, including documentation indicating that the household income meets the eligibility standards established above.
6. Customers of Lifeline Service must notify the Company of any changes which would affect qualification. Reverification of eligibility will take place on an ongoing basis. When the customer is no longer eligible for Lifeline service, the Lifeline discount would be discontinued and regular tariff rates and charges would apply.

Issued: May 22, 2014

Effective: May 23, 2014

Issued under the authority of Public Act 179 of 1991 as amended, and Case No. U-17019.

By: Greg Ringle, Manager  
19994 W. Ridge Rd.  
Elsie, MI 488313

**RECEIVED**

**By Patti Witte at 5:02 pm, Jun 16, 2014**

(989) 661-2576  
chapintel@power-net.net

## REDACTED FOR PUBLIC INSPECTION

Farmers Mutual Telephone Company of Chapin  
Tariff M.P.S.C. No. 1 (R)

2nd Revised Sheet No. 9.1  
Cancels 1st Revised Sheet No. 9.1

## LOCAL TELEPHONE EXCHANGE SERVICE

## LIFELINE SERVICE

## C. MONTHLY RATE FOR NON LIFELINE CUSTOMERS

A rate specified in MECA's Tariff M.P.S.C No. 25 Part XVII, Section 17.1.2.1 applies per exchange access line to cover the costs of the Lifeline service, to the Telephone Company intrastate services as listed below:

- Business and Residence exchange services excluding Lifeline customers.
- PBX Trunk Services
- Centrex Services

(D)

(D)

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Issued: May 22, 2014

Effective: May 23, 2014

Issued under the authority of Public Act 179 of 1991 as amended, and Case No. U-17019.

By: Greg Ringle, Manager  
19994 W. Ridge Rd.  
Elsie, MI 48831

**RECEIVED****By Patti Witte at 5:03 pm, Jun 16, 2014**

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## REDACTED FOR PUBLIC INSPECTION

Farmers Mutual Telephone Company of Chapin  
Tariff M.P.S.C. No. 1 (R)

Original Sheet 10

LOCAL TELEPHONE EXCHANGE SERVICE  
SERVICE CHARGES

## A. GENERAL

1. The Service Charges covered herein are applicable in connection with the establishment of telephone service and subsequent additions of lines, or other service.
2. Service Charges
  - a. The Service Ordering Charge is the charge for work performed by the Telephone Company in connection with the receiving, recording and processing of customer requests for service ordered to be performed or provided at the same time, on the same system and on the same premises. The term "per order" means all work or service ordered at the same time for the same account.
  - b. The Line Connection Charge applies to each central office line (exchange line, trunks, etc.) for work required in the central office and outside plant, including restoral of service after temporary disconnection of service for nonpayment.

## B. SERVICE CONNECTION CHARGES

Main Station, PBX Trunks

|          |         |
|----------|---------|
| Per Line | \$ 5.00 |
|----------|---------|

|                     |         |
|---------------------|---------|
| Restoral of Service | \$ 3.50 |
|---------------------|---------|

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Issued: March 22, 1993

Effective: March 22, 1993

Issued under the authority of the Michigan Public Service Commission Order dated  
December 22, 1992, in Case No. U-10064.

By: Gale W. Somers, Secretary

Elsie, Michigan

## REDACTED FOR PUBLIC INSPECTION

Farmers Mutual Telephone Company of Chapin  
Tariff M.P.S.C. No. 1 (R)

Original Sheet No. 12

**FEDERAL PROGRAMS****1. UNIVERSAL SERVICE SUPPORT FOR LIBRARIES AND SCHOOLS**

1. In accordance with 1997 PA 95 of the Michigan Telecommunications Act, and 47 CFR 54.500 *et. seq.*, eligible elementary and secondary schools shall receive intrastate services at discounts equal to the discounts applicable for eligible interstate services if the Company receives federal universal support for such telecommunication services.
2. In accordance with 1997 PA 96 of the Michigan Telecommunications Act, and 47 CFR 54.500 *et seq.*, eligible libraries shall receive intrastate services at discounts equal to the discounts applicable for eligible interstate services if the Company receives federal universal support for such telecommunication services.
3. Eligibility for discounts shall be determined in accordance with 47 CFR 54.500 *et seq.*

**2. UNIVERSAL SERVICE SUPPORT FOR HEALTH CARE PROVIDERS**

1. In accordance with 47 CFR 54.601 *et. seq.*, the Company shall offer services to eligible health care providers to the extent that facilities and services are available.
2. Eligibility qualifications, provider selection, etc. shall be determined in accordance with 47 CFR 54.601 *et. seq.*
3. Services to eligible health care providers at reduced rates will be offered in accordance with 47 CFR 54.601 *et. seq.*
4. Reduced rates to eligible health care providers are available only to the extent that adequate funding is available from the federal universal support fund.

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Issued: December 29, 1999

Effective: December 30, 1999

Issued under authority of 1991 PA 179 as amended.

By: Sandra Surdock, Secretary

Elsie, Michigan

**Famers Mutual Telephone Company dba Chapin Telephone Company (SAC 310694)**

**Response to Line 3010 – Milestone Certification (47 CFR §54.313(f)(1)(i))**

Famers Mutual Telephone Company dba Chapin Telephone Company hereby certifies that throughout 2015, it took reasonable steps to provide upon reasonable request broadband service at actual speeds of at least 10 Mbps downstream/1 Mbps upstream, with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to comparable offerings in urban areas and that requests for such service are met within a reasonable amount of time. If a request for broadband service at actual speeds of at least 10 Mbps downstream/1 Mbps upstream is unreasonable, and offering broadband service at actual speeds of at least 4 Mbps downstream/1 Mbps upstream is reasonable, the Company offers broadband service at actual speeds of at least 4 Mbps downstream/1 Mbps upstream.

REDACTED FOR PUBLIC INSPECTION

**REDACTED – FOR PUBLIC INSPECTION**

**ATTACHMENT - LINE 3026**

**ATTACHMENT REDACTED IN ENTIRETY**